

Strategic Plan FY 2002-2004
Activity Purpose and Measures:

Program	Management Services
Activity	Information Technology Support
Activity Purpose Statement	<p>The purpose of the Information Technology Support Activity is to provide network, telephone, and computer hardware and software support and information services to department management and staff so they can use technologies to produce, communicate, and manage information without undue delay.</p>
Services that Comprise the Activity	<p>Computer installation, repair, upgrades, and preventative maintenance service calls Computer hardware and software support services Programming services LAN Maintenance services Software licenses and upgrades Long range Information Systems Plans Telephone voice mail accounts Telephone service repairs Priority 1 service call responses Priority 2 and 3 service call responses Email accounts Network support services Personal computer training sessions Determination support services</p>
Activity Performance Measures (Measure & Target)	<p>Results: % of calls resolved within 4 hours</p> <p>Output(s): Total number of workstations supported Service call responses handled</p>

Demand:

of anticipated service requests

Efficiency:

Information technology support costs per workstation

Responsible Employee(s)	Al Witcher